2017

AESOP User Guide for Employees

FAUQUIER COUNTY PUBLIC SCHOOLS

HUMAN RESOURCES

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Please Note: This guide covers most of the functions that are available to employees in AESOP. These functions are permission based. If you see something in this guide that you are not able to do, you may not have been given permission to access this function.

Getting Started

Using AESOP Successfully

Creating absences online or on the phone

AESOP offers both phone and Web services, so that you can create an absence anytime, anywhere. Online absences can be created as far as one year in advance. As soon as you register an absence, AESOP starts finding a qualified, available substitute for you.

Manage your schedule

With AESOP you can track how many absences you have taken as well as see future absences you have scheduled. You can also track the types of absences you have on record, such as personal or professional development day. AESOP offers an easy way to store all your absence information in one place.

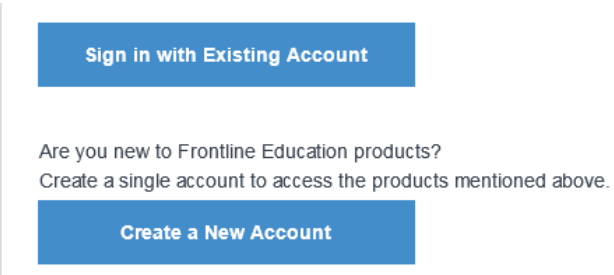
Leave notes and attachments for the substitute

By writing notes or attaching documents to your absence, you can assure that your substitute is prepared to handle your duties during your absence. AESOP lets the employee leave notes, as well as attach Word documents and PDF's to the absence.

Logging on to AESOP

New Employees

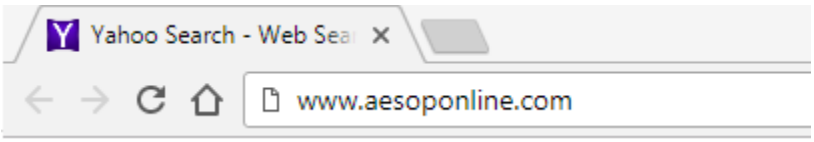
You will receive an email from no-reply@frontlineed.com inviting you to enroll into AESOP. Open the email and click on *Create a New Account*.



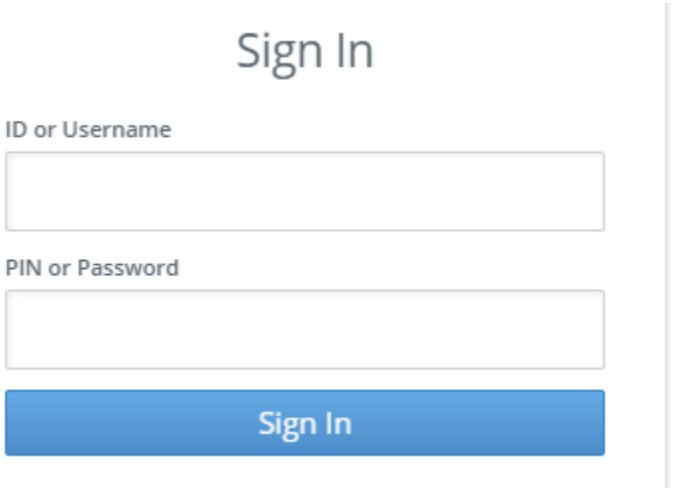
You will then need to create a Username and PIN. Your username should be your fcps1 email address and then a password of your choice. Follow the steps in this process and then click *Continue to Absence Management*.

Existing Employees

The first step to log on to AESOP is to visit the website. Type www.aesoponline.com into your internet browser's address bar and hit the *Enter* button on your keyboard.

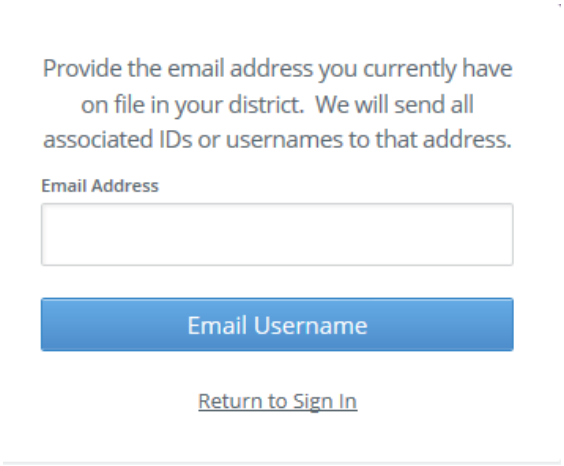


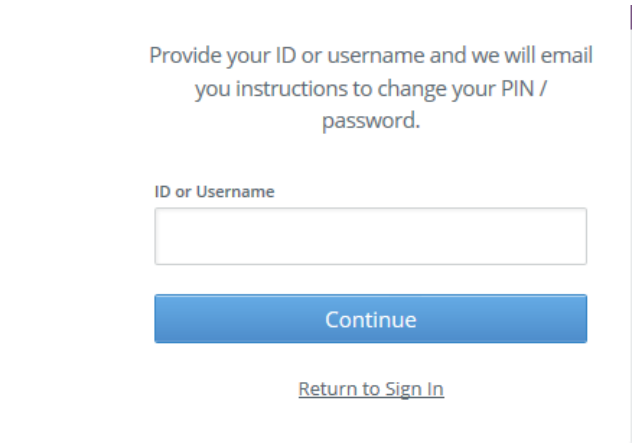
This will take you to the AESOP website where you can enter your Username and Password on the following screen. Next, click *Sign In*.



Forgot Your Username or PIN?

If you have forgotten your Username and/or Password you can click on either of the links, *Forgot my Username* or *Forgot my PIN*. This will take you to a page where you can enter your email address and have a reminder sent to you.

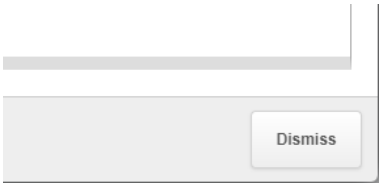




Home Page

Web Alerts

Before you are taken to your home page you may first see a pop-up, this is your Web Alerts. Web Alerts are notifications that have been created for all employees to see. They can contain important general information that may be useful to you. Once you have read the alert you can click the *Dismiss* button to move on.

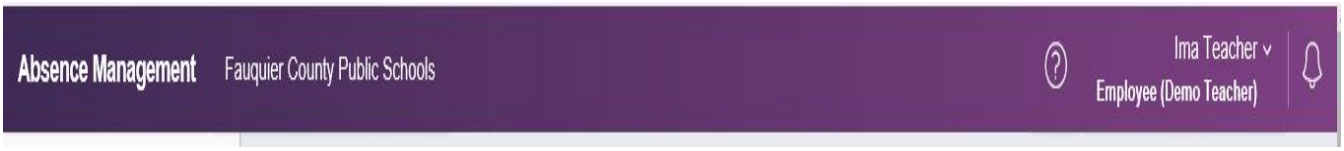


These Web Alerts can be revisited at any time from the Top Bar.

Once you have dismissed your Web Alerts you will be able to view your home page.

Top Bar

At the very top your home page you will see a purple bar with three different buttons you can click on.



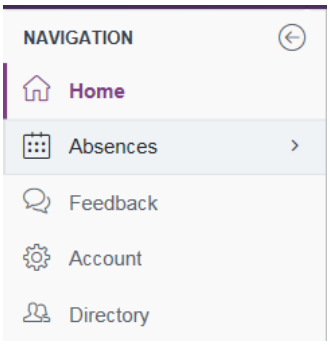
Absence Management – clicking on this will provide you the option to toggle to other products such as VeriTime and Professional Growth

Your Name – clicking on your name will take you to your account settings where you can change things like your personal information, email address and PIN.

Notifications – clicking the bell will take you to any Web Alerts that have been posted.

Navigation Pane

The tabs under *Navigation* will help you navigate quickly to the different areas of your AESOP account.



Home – you can click this tab from anywhere in the website to be taken back to the home page

Absences – you can click on the absence to navigate to the Create an Absence option or to view a past absence screen

Feedback – you can click the feedback tab to navigate to the feedback section of your account. You can leave feedback for absences that ended in the past fourteen (14) days. You can also view past feedback that you left or that was left for you

Account – you can click the account tab to take you to your personal information. You can view your personal information, change your PIN, and create your preferred substitute list

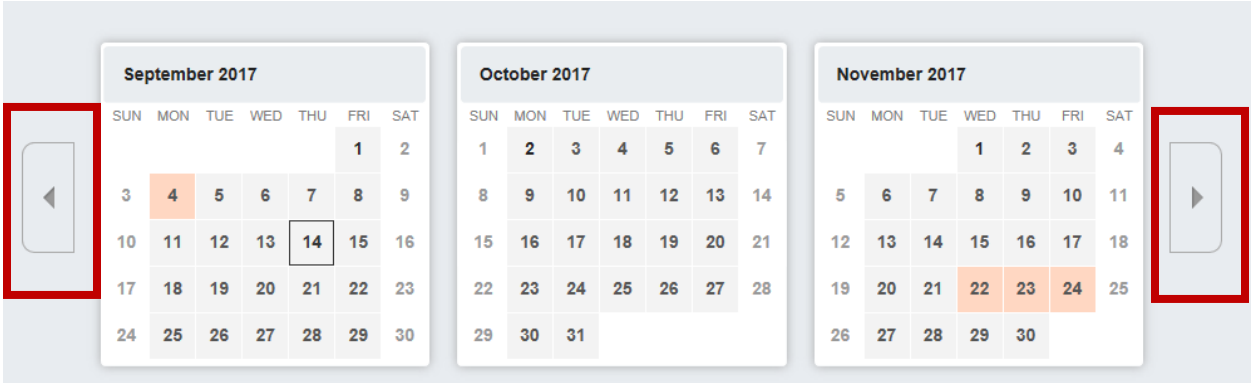
Directory – you can click the directory tab to navigate to section where you can view a list of substitutes and their contact information. You can also view a list of those that are eligible to approve your absence

Calendar

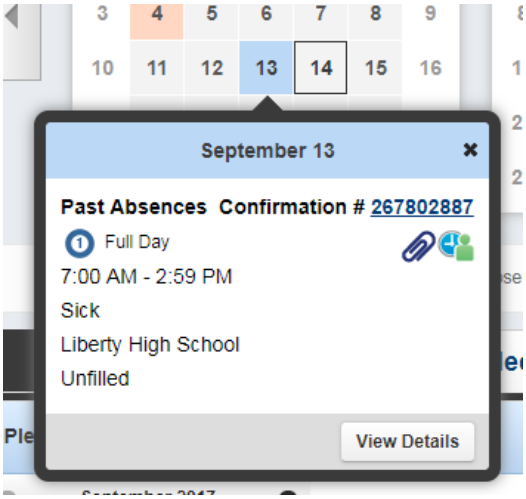
Just below the top bar is your calendar. The calendar is color coded to show the different types of days.

- Blue – Absences
- Red – Closed Day
- Yellow – In-Service Day

You can move forward and backward in time on the calendar by using the arrows indicated below.

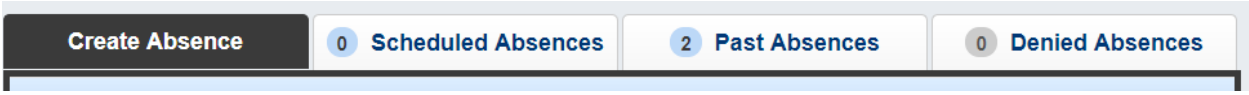


Clicking on an individual day in the calendar will pop-up information about that day. If it is an absence day you will have options in the pop-up to cancel the absence, view more details, or view attached documents.



Absence Tabs

In the Absence tab you can create new absences as well as view upcoming, past and denied absences. Clicking these tabs will not take you away from the home page, but will change what you are viewing on the home page.



Create Absence – here you can create a basic absence right from the home page

Scheduled Absences – under this tab you can view a list of upcoming absences that you have already scheduled. Depending on your permissions, you may also be able to cancel an absence from here

Past Absences – under this tab you can view your past absences for the last thirty (30) days

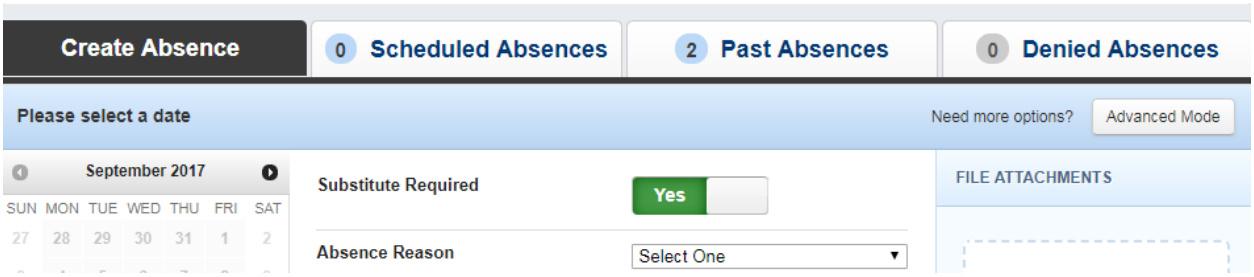
Denied Absences – under this tab you can view any absence requests that were denied by your approver

Absence Creation

There are many things you can do and see on your AESOP account, but as an employee one of the most important things is the ability to create an absence.

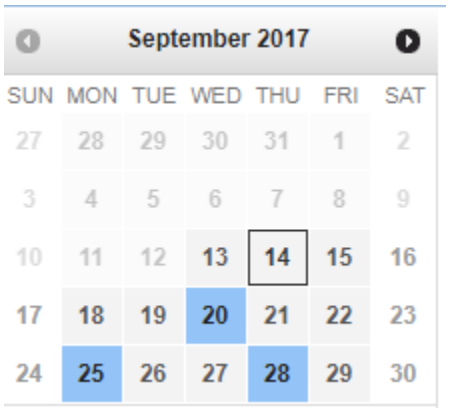
Basic Absence Creation

To start the absence creation process scroll down to the *Create Absence* tab on the home page. Most scenarios can be created right here from this section.



Choose the Date/Dates

When selecting your absence date simply click on the single day and it will be highlighted in blue. You can also select multiple days to create a multi-day absence. The days do not have to be consecutive.

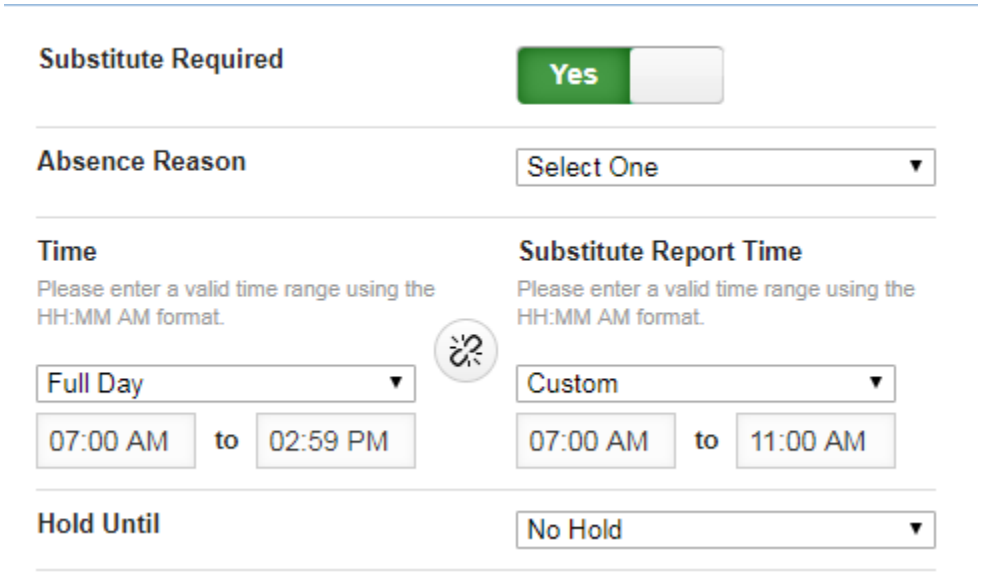


Please Note: You can select multiple days individually or click-and-drag to select a range of dates.

Absence Details

The next step is to fill in some details.

- Substitute Required – this option may already be predetermined for you but you may have the option to choose if a substitute is required or not. To change the option from 'Yes' to 'No' just click to move the slider
- Absence Reason – choose your absence reason from the dropdown list
- Time – choose what type of absence this is. Is it a full day, half day or a custom day
    - If you select custom, you will need to enter the start and end times of your absence
- Substitute Report Time – it the substitute does not need to work the same time as your absence (example no sub is needed in the afternoon, but is in the morning) you can create a separate report time for the substitute
    - Click the chain link and then enter the time that the substitute is needed
- Hold Unit – if you need to hold the absence for a specific length of time, you can select from the dropdown list. For example, you want to confirm with a specific substitute if they are available on the absence date you can hold this for an hour until confirmation is received



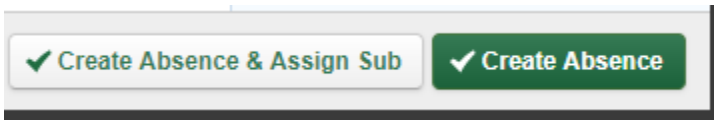
Optional Details

There are a couple of optional things you can do as well before saving the absence.

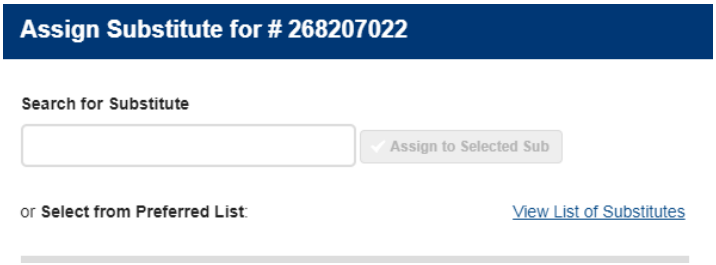
- Notes – you have the ability to leave notes for your administrator and for the sub who will be covering your absence
    - The notes you leave for the administrator **will not** be visible by the substitute
    - The notes you leave for the substitute **will** be visible to the administrator
- Attach a file – AESOP gives you the ability to attach files to your absence for your substitute to see. You can attach Word, Excel and PDF files.
    - Click the *Choose File* button and browse your computer for the file you want to attach
    - If you are using a web browser like Chrome or Safari, you may also be able to just drag the file right into the drop area you see in the picture below

Saving the Absence

Once you have filled in all the required fields, you have two options on how to assign the substitute.

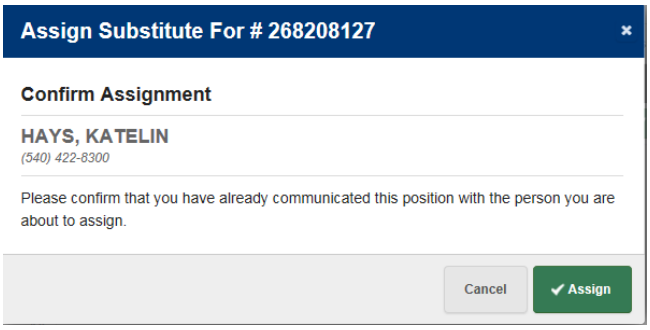


- Create Absence & Assign Sub – this option will allow you to assign a specific substitute to your absence. **Prior to selecting the substitute, you must first verify that they are available to work that date and time**.
    - Click *Create Absence & Assign Sub*
    - Select from your preferred list of subs listed on the screen or click *View List of Substitutes* to see all available substitutes

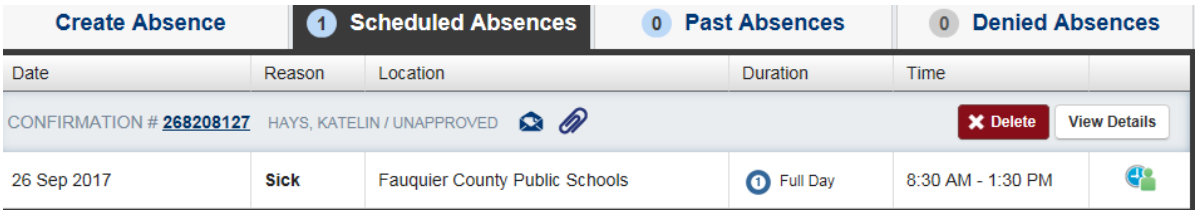


- Create Absence – this option will create your absence and allow the system to generate phone calls/emails to all available substitutes which will allow them to accept or decline the job
    - Click *Create Absence*

Once the absence is created, you will see a confirmation pop-up which will include the conformation number and the substitute if assigned.



To view a list of your currently scheduled absences click the *Scheduled Absences* tab. In the list you will see absences that have the green *Assign Sub* button. Click the green button for the absence you want to assign a substitute to. You can the follow the same steps listed above to assign a specific substitute to your absence.

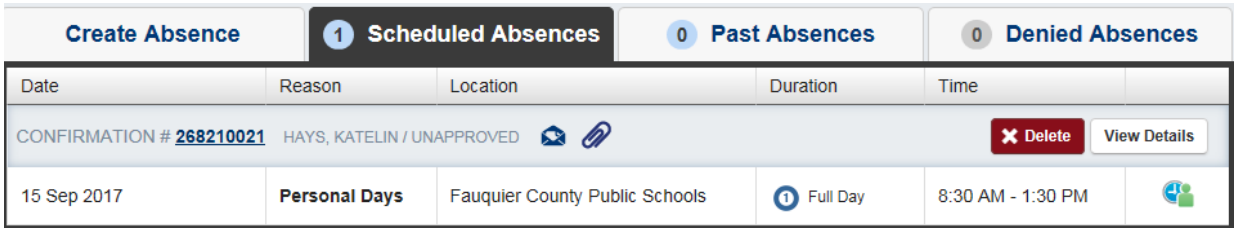


Managing Absences

Once you have created an absence in AESOP you will be able to view and modify them when needed.

Scheduled Absences

Any upcoming absences that you have created in AESOP can be found under the *Scheduled Absences* tab on your home page. The number on the tab indicates how many absences you have scheduled.



Each absence is represented by two (2) lines, the top line showing the confirmation number, fill status and approval status. The second line shows the date of the absence, absence reason and the times of the absence.

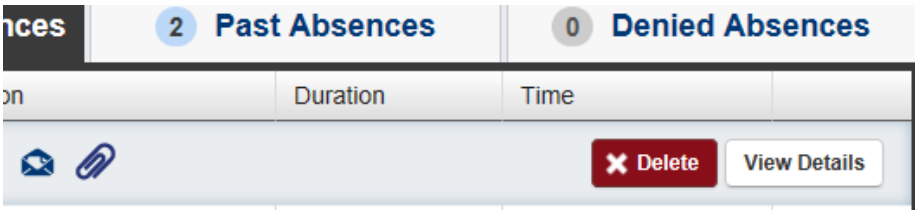
Notes and Attachments

To add or view notes regarding the absence, click on the *envelope* icon.

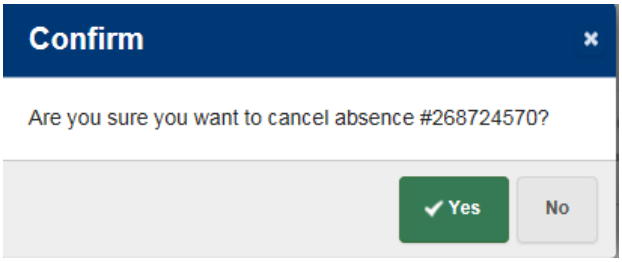
To attach or view attachments regarding the absence, click the *paper clip* icon.

Cancel an Absence

Another permission you have been given is the ability to cancel an absence that you have created in AESOP. To cancel an absence click the red *Delete* button.



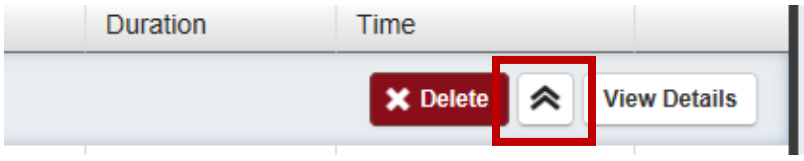
This will bring up a confirmation pop-up. Confirm the cancellation by clicking the green *Yes* button. When you cancel an absence, AESOP will notify your supervisor of the cancellation as well notify the substitute if one had been assigned.



Please Note: an employee can cancel a filled or unfilled absence until it is approved (up to the cutoff time of the absence day). After the absence has been approved, it must be modified or canceled by the designated administrator in the school.

Expand an Absence

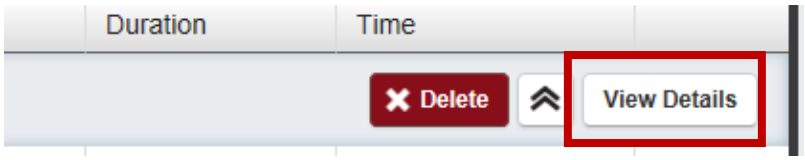
If the absence is a multi-day absence you can expand it to view the individual days by clicking the expand button.



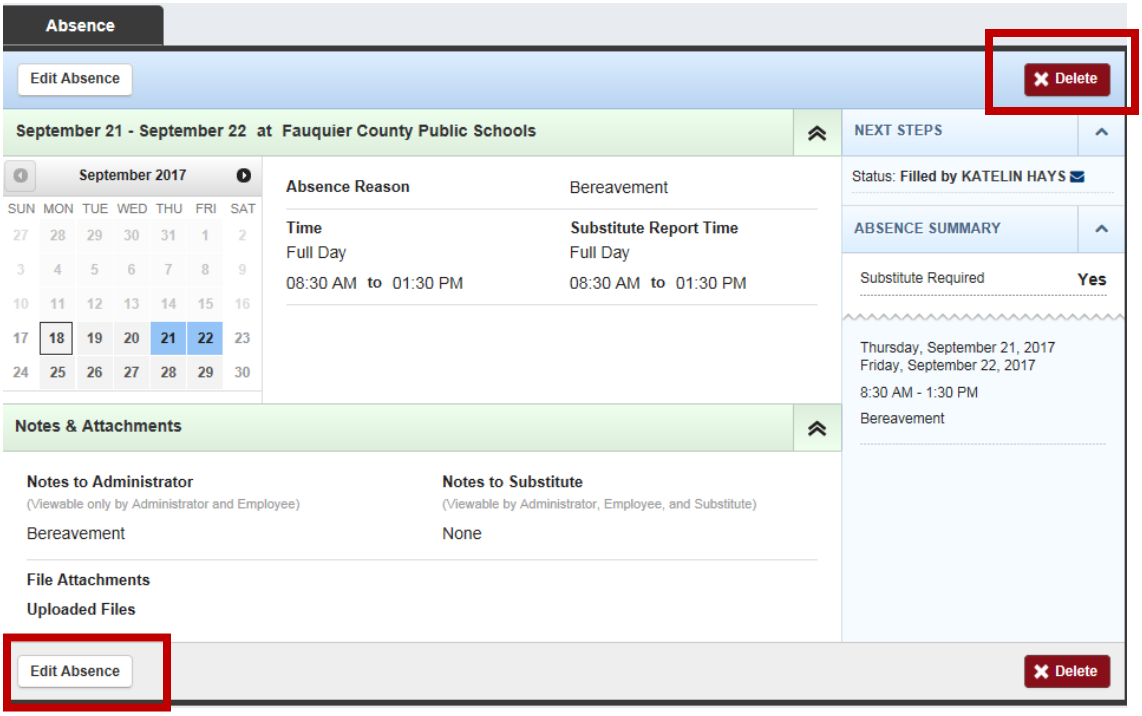
Once the absence is expanded you will be able to see each day on its own line. Collapse the absence by clicking the collapse button.

Absence Details

Under the *Scheduled Absences* tab you will get a summary view of all your upcoming absences. If you want to view an absence in more detail, click the *View Details* button.



This will take you to the absence page which shows every detail of the absence. From this page you can also assign a substitute or delete the absence.



Edit an Absence

AESOP will allow you to make changes to an absence if the absence has not started yet and if it is still unfilled by a substitute. To edit an absence click the *Edit Absence* button on the absence details page.

Once you are in edit mode you will be able to:

- Change the date range
- Delete the absence
- Change the absence reason
- Change the absence time
- Change if a substitute is required
- Add, remove or change notes
- Remove or upload documents

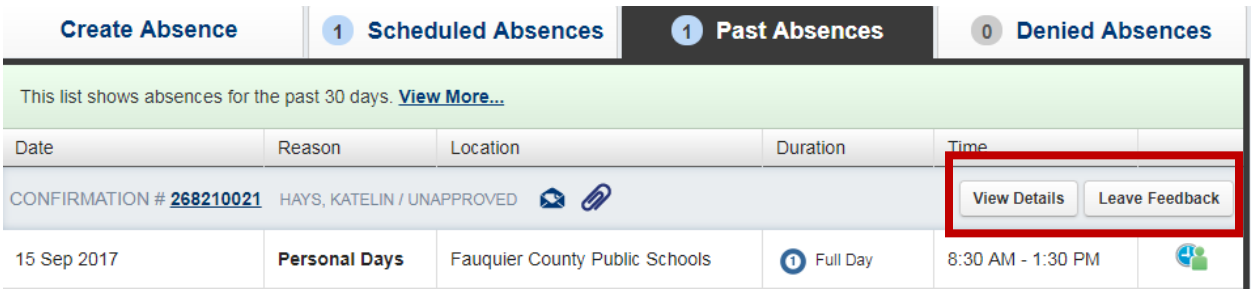
Past Absences

Recent History

AESOP will keep a list of your absences from the past thirty (30) days under the *Past Absences* tab on the home page.

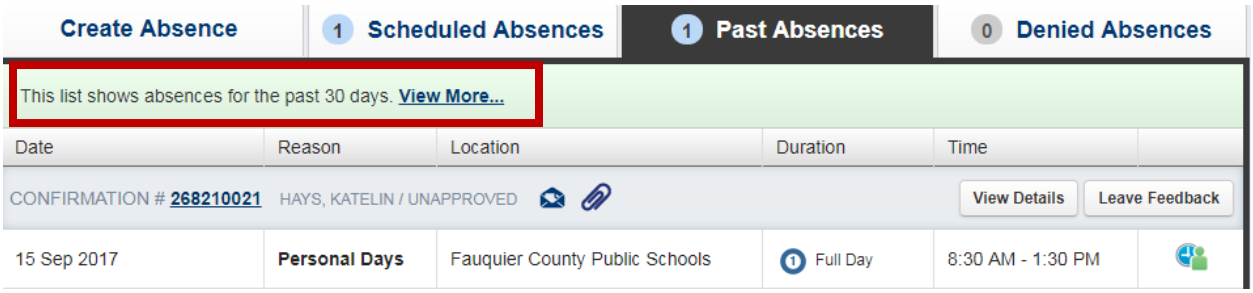
You will be able to see the basis details of each absence here. If you would like to see more details for a specific absence click the *Confirmation Number* or the *View Details* button.

If you need to leave feedback you can click the *Leave Feedback* button.

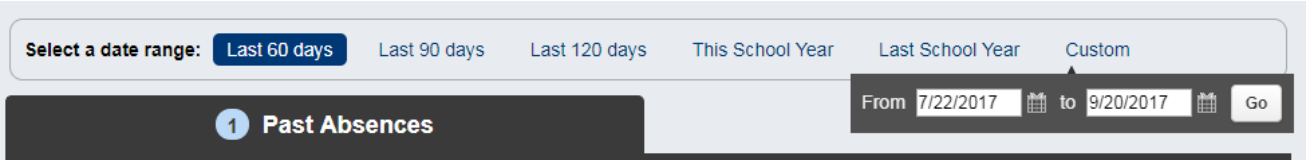


Absences Over 30 days

If you need to see your absence history from more than 30 days ago, you can click the *View More* link at the top of the list.

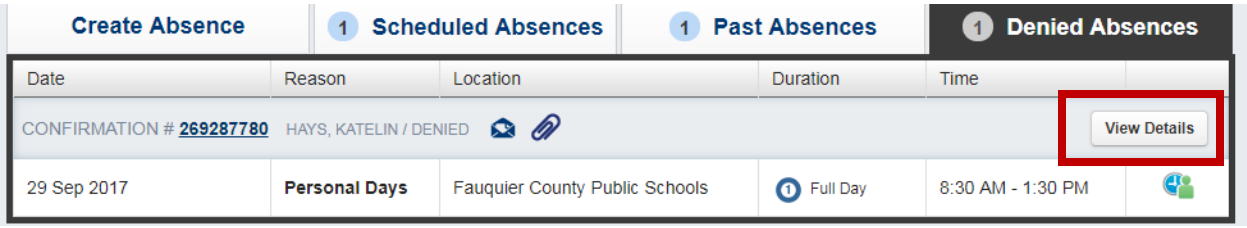


This will take you to a new page showing your history for the past 60 days. On this page you can also click on other options such as the last 120 days, last school year or enter in a custom date range.



Denied Absences

If you would like to view any absences that have been denied by your supervisor, click on the *Denied Absences* tab. The basic details of the absence request will be listed here. If you want to see the full details of the absence request click the *Confirmation Number* or the *View Details* button.



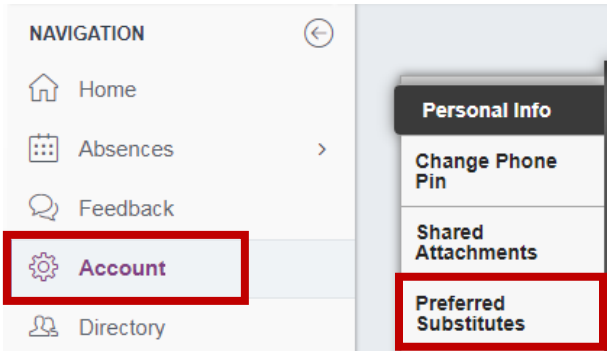
From the following screen, you can click *Details* in the upper right hand corner to view any comments that may have been left by your supervisor.

Preferred Substitutes

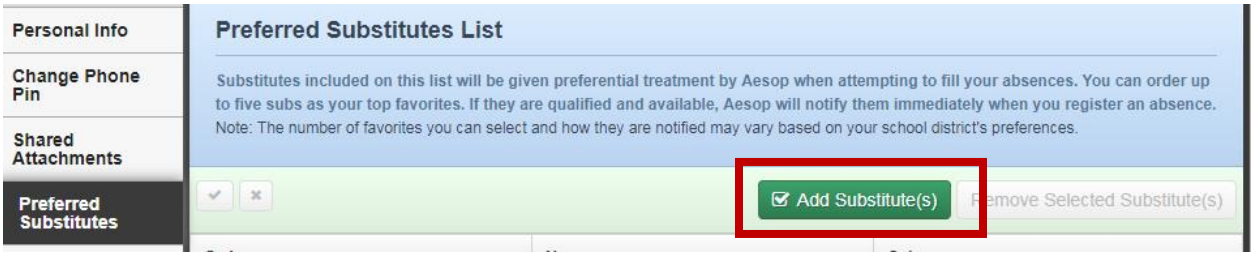
You have the ability to select a list of the substitutes you prefer to fill your absences. AESOP will attempt to contact these substitutes first when you create an absence.

Create Your Preferred Substitute List

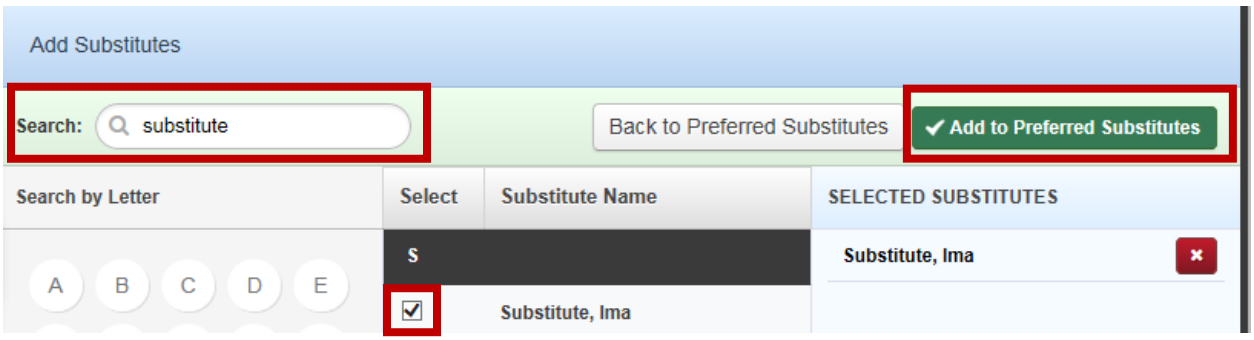
The preferred substitute option will show under the *Account Tab*.



To add a substitute to your list, click *Add Substitute(s)* button. You will then be taken to a new screen.



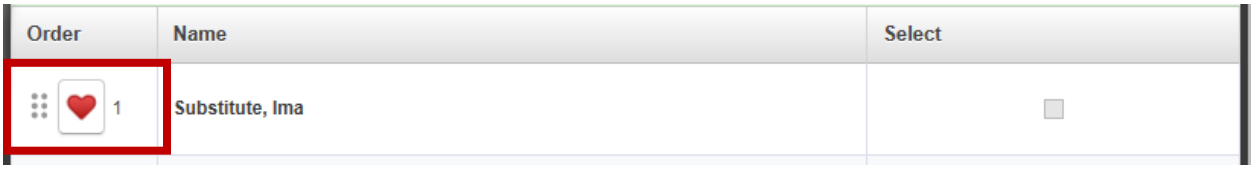
On this screen, start typing the substitute's last name in the search bar. Once the substitute's name appears, click on the box next to the name and click *Add to Preferred Substitutes* button. You can continue to add as many substitutes as you would like to your list this way.



Favorite Substitutes

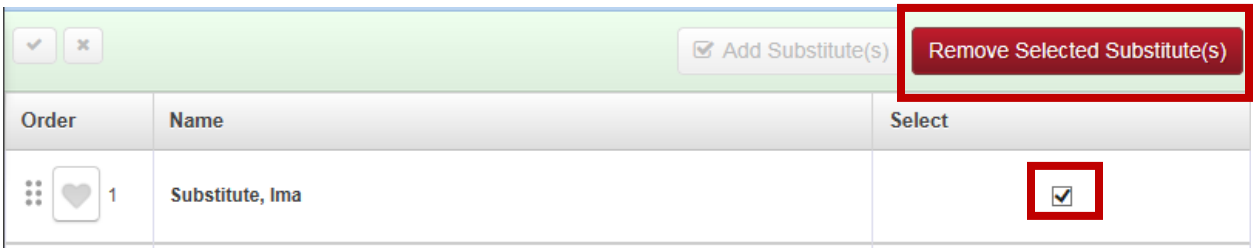
Once you have added a number of substitutes to your preference list you can select up to five of them to be your favorite. Your favorites will get an advantage when attempting to fill your absences. Substitutes that are marked as favorites and who are considered qualified and available at the time the absence is created, will be notified instantly by email when you create an absence that needs a substitute.

To mark someone as a favorite, simply click the heart icon on their row in the preferred list. If the heart turns red you know you did it correctly.



Once you have marked your favorites you can order them by clicking and dragging the substitute up or down on the screen. Ordering your favorites will determine in what order AESOP will attempt to contact them when making calls.

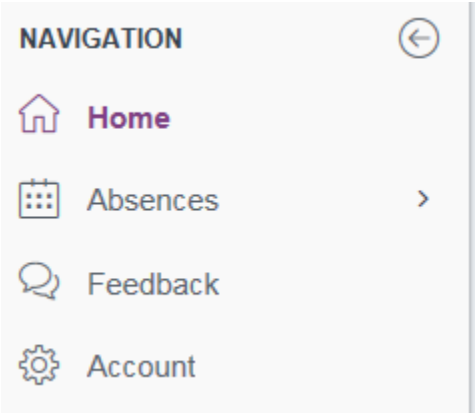
To delete someone from your preferred list, click the box under the *select* column and click the *Remove Selected Substitute(s)* button.



Account

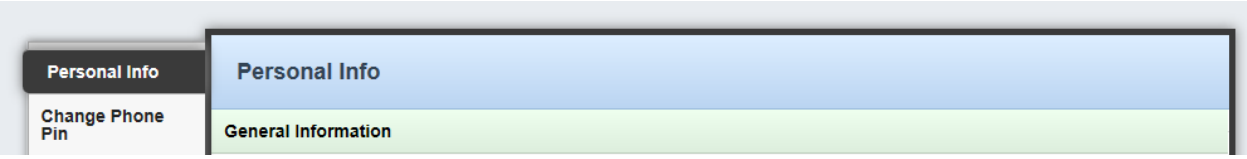
The *Account* section is the section you can edit some of your personal settings. You will be able to edit things like your personal information and PIN and also view your Absence Reason Balances.

Under *Navigation*, click on *Account*.



Personal Information

To view your personal information click the *Personal Info* tab.



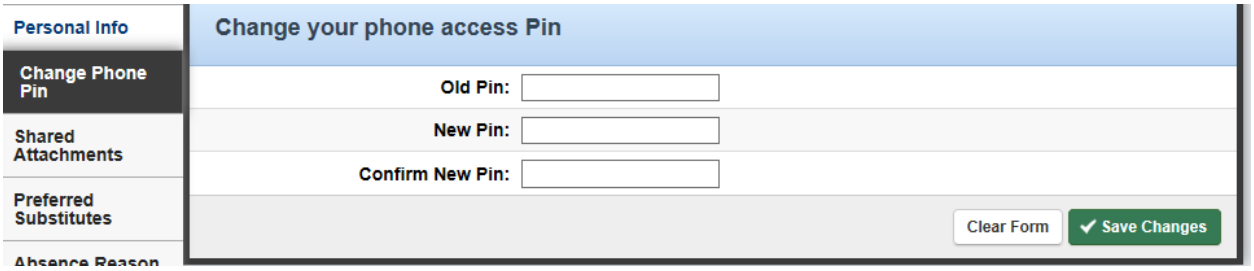
You will be able to see your phone, email and title. This information cannot be updated in AESOP, however, you can update your personal information in your Fauquier ePortal account.

To log into your ePortal account, go to www.eportal.fauquiercounty.gov. Your username is the first initial of your first name, last name and the last four of your social security number (Ex: jsmith1234). The password is a password of your choice. Once updated there, AESOP will be updated within 2-3 business days.

Change PIN

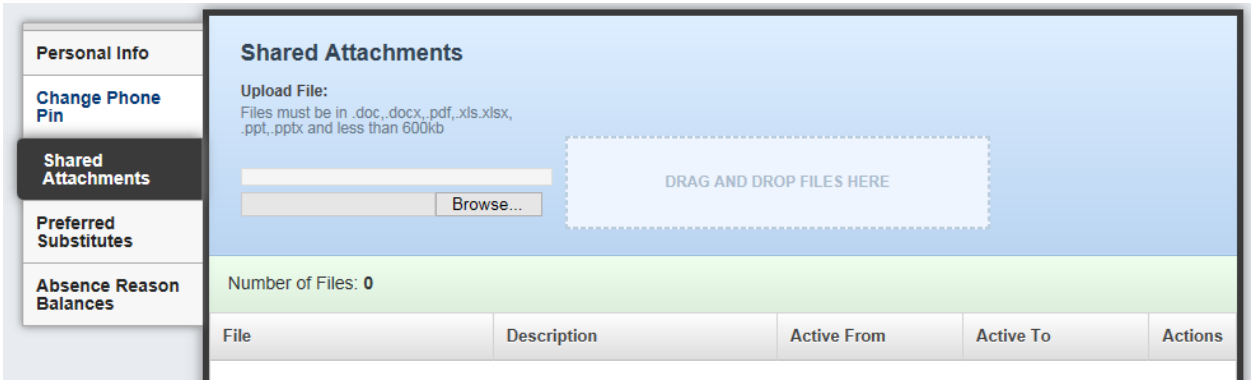
The next option in your *Account* menu is to change your PIN. This is the PIN that employees enter when creating an absence via the phone, or when they are clocking in/out on a designated kiosk without a barcode. This is not the password that you will use to log into your AESOP account on line.

To change your PIN, click on *Change Phone PIN*. You will then need to enter in your old PIN, the new PIN that you have created and then enter that same PIN in to confirm.



Shared Attachments

In AESOP you can upload files and documents that will be attached to all of the absences you create. Once uploaded you can determine what date ranges these files will be active.

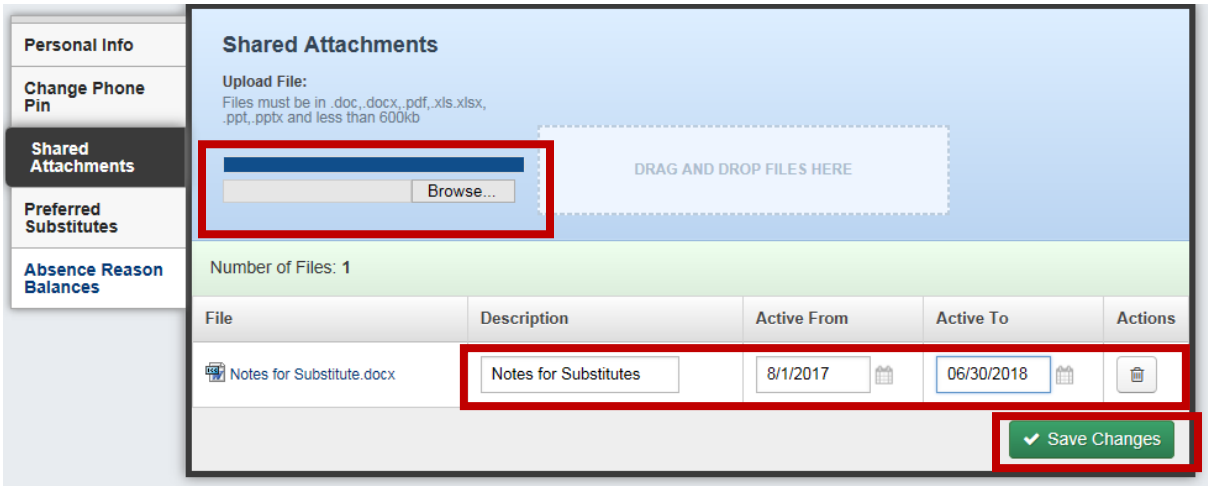


To upload a file click the *Browse* button. This will open the file system in your computer where you can choose the file to upload.

Files must be in .doc, .docx, .pdf, .xls, .xlsx, .ppt, or .pptx format and no larger than 256kb.

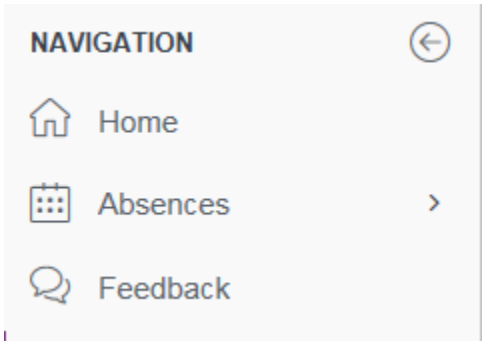
Once you have uploaded the file you will see it in the file list. Here you can give it a description and activate the To and From dates. The *To* and *From* dates will control when the files will be visible to the substitute that takes your absence.

You can add additional documents from the same screen. Once all of the information has been entered, click the *Save Changes* button.



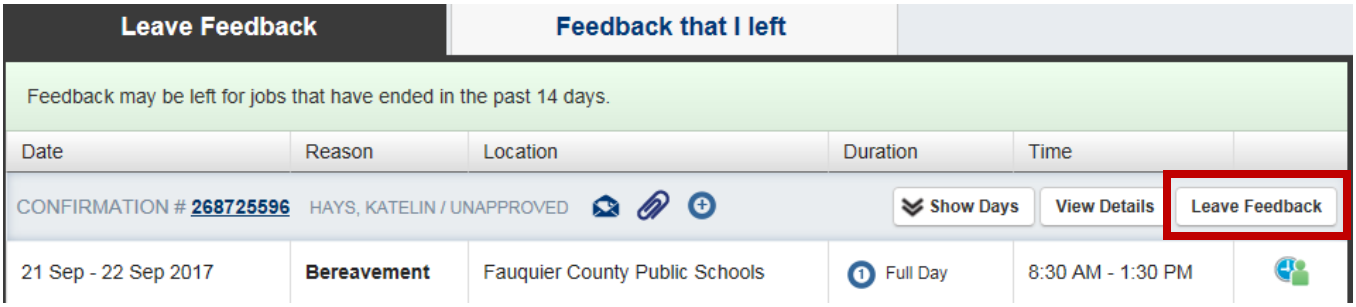
Feedback

Employees have the access to leave feedback regarding a substitute's job performance. You will see this option under *Navigation*. When you click on the *Feedback* option, you will see all of the absences from the past fourteen (14) days that you can leave feedback on.

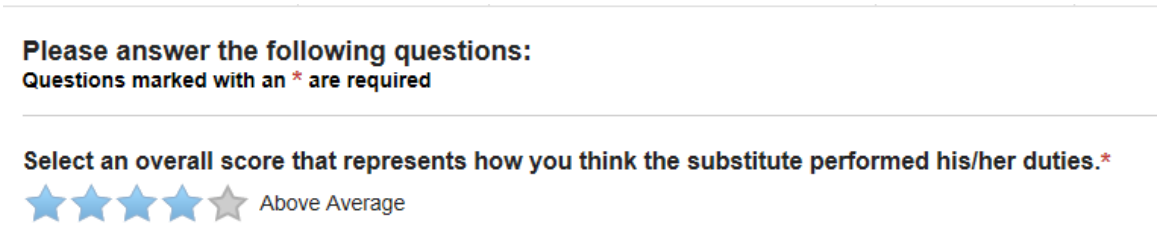


Leaving Feedback

To leave your feedback regarding a substitute click on the *Leave Feedback* button for the individual absence.



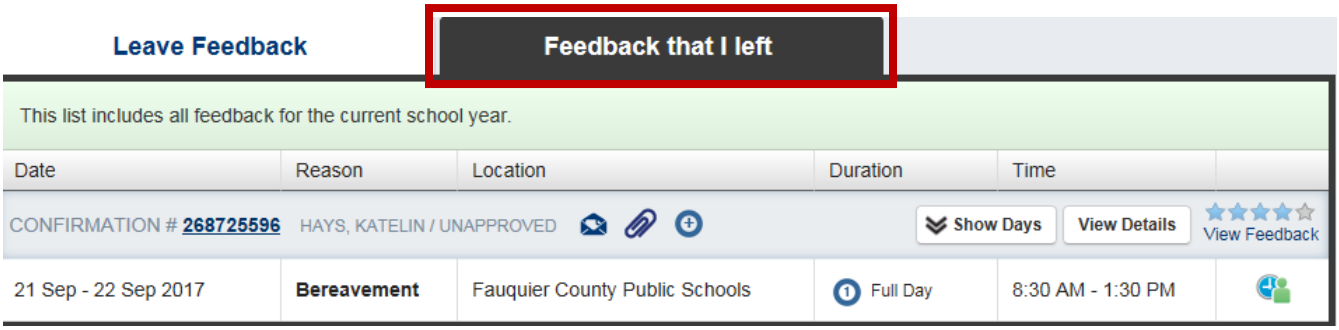
This will take you to a page where you an answer questions about how the substitute did. The first thing you will want to do is choose an overall rating. This is a 1 – 5 star rating with 1 star meaning their performance was 'poor' and 5 stars meaning it was 'outstanding'. Hover over and click on the number of stars you would like to give.



Below the star rating you will see a list of questions you can answer. The questions available for you to complete are:

- Was all classroom work collected?
- Was the room left as neat and clean as it was found?
- Was classroom work explained satisfactorily?
- Did students report that they were treated fairly and consistently?
- Were any disciplinary issues reported?
- General Notes/Comments

Once you have marked your star rating and answered the applicable questions, click the green *Submit* button at the bottom of the page.

Reviewing Feedback You Left

After you have left feedback for absences in AESOP you can review the feedback for all jobs in the current school year. To do this, click on the *Feedback that I left* tab in the feedback section. To view details of the feedback that you left, click the *View Feedback* link for the specific absence.